

Technical Service Bulletin



68F7 UPDATE – Adding Vehicle Tool Kit (NVLW)

May 04, 2019

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4 Sedan	2018-2019	See Campaign/Action screen in Elsa	None

REVISION HISTORY		
Revision	Date	Purpose
1	April 26, 2019	Original publication
2	May 02, 2019	Updated claiming with an inspection labor op and updated work instructions with inspection step

Condition

This Update has been proactively released to prevent the following condition from occurring in the vehicle:

On some Audi A4 vehicles manufactured within a specific period, the tool kit was not put in the vehicle.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **68F7** code in the Elsa Campaign/Action Information screen on the day of repair.
- Vehicle must be within the New Vehicle Limited Warranty.
- Procedure must be performed within the allotted time frame stated in this Technical Service Bulletin.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

Technical Background

On some Audi A4 vehicles manufactured within a specific period, the tool kit was not put in the vehicle.

Service



- If tool kit is missing, place tool kit in vehicle.
- The vehicle tool kit is located under the floor panel <1> in the luggage compartment.

Technical Service Bulletin



Additional Actions Some of the affected vehicles may be involved in additional Actions. Please check your Elsa Campaign/Action Information screen so that any *additional required work can be done simultaneously*.

Verifying Vehicle Eligibility To verify vehicle eligibility for this Update, *always* check the Elsa Campaign/Action Information screen. The Elsa system is the *only* binding inquiry and verification system; other systems are not valid and *may result in non-payment* of a claim.

Help for Claim Entry For questions regarding claim entry, contact Audi Warranty.

Required Customer Notification Inform your customer in writing by recording on the Repair Order any and all work that was conducted on the vehicle, including any and all updates completed under this Update.

Required Parts

Part Number	Part Description	Quantity
8W0.012.011	Tool kit with tools	1

Parts will be allocated prior to owner notification based on dealer inventory. If parts are needed to support a vehicle repair,

- US Dealers contact AVA with the VIN to order.
- Canadian Dealers contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com) or chat/text with VIN to order.

Additional Information

All parts and service references provided in this Update are subject to change and/or removal. Always check Elsa for the most current version of this document.